



Mar. 16, 2020

Dear Payroll Coordinator, Retirement Plus Account Holder and others:

We realize the challenges you face within your own organization related to the spread of COVID-19 and the resulting market volatility. We want to ensure you that West Virginia Retirement Plus, the Empower team and the State Treasurer's Office are all here to help in these unprecedented times.

Out of an abundance of caution, we will not be doing in person meetings with agencies and plan participants between Monday, March 16 and March 27. We feel this is the most prudent approach for our participants as well as for our associates.

Empower has provided the following information for all payroll coordinators in an effort to help keep your retirement plan(s) operating effectively and efficiently:

- Empower **contact centers remain open** and available for participant inquiries.
- Plan Service Center (PSC) provides access to participant data, plan reports and instruction videos that help navigate processes anytime from anywhere.
- **Continue to remit payroll timely**, regulatory penalties may apply for delays.
- Remember to **update participant data** regarding leave of absence (LOA) or terminations so that loans and withdrawals can be processed correctly.

For plan participants, here are links that discuss market volatility:

- [Market Volatility Guide](#)
- [Video Presentation](#)
- [Informational Flyer](#)

We continue to take a proactive approach to serve you as we work through an environment that changes every day. Our focus is on the health and well-being of all employees and the care of plan sponsors and participants while also ensuring full continuity of service.

If you have questions regarding your WV Retirement Plus account, please call at (304) 558-5000.

Sincerely,

A handwritten signature in blue ink that reads "John D. Perdue".

John D. Perdue  
State Treasurer